Healthcare Portal
Password Issues – Self Help

Make sure your site key token and passphrase are correct.

If the site key token and passphrase are correct, type your password and click **Sign In**.

If this is not your site key token or passphrase, do not type your password.
Call the customer help desk to report the incident.

Site Key:

Passphrase   coffee

*Password

Sign In
Forgot Password?

Change Password

* Indicates a required field.

Enter your Current Password, New Password, New Password Confirmation and click the **Submit** button.

*Current Password
*New Password
*Confirm New Password

Submit   Cancel

Customer Service Help Desk

(401) 784-8100 for local and long distance calls

(800) 964-6211 for in-state toll calls

Forgot/Re-set Password

If you forget or need to re-set your password, select the "Forgot Password" link on the password page. You will be asked to verify your identity with a security question. You will receive a temporary password by email. Login with that password and immediately change to a new permanent one.

Change Password

To change your password, you need to know your current password. From your Healthcare Portal homepage, select the "My Profile" link.
Complete the Change Password page (see image above)

Passwords expire every 90 days and you cannot repeat any of the 6 previous passwords.

Locked-Out

If you enter the wrong password too many times, you will receive a message that you are locked out.

Please contact the Customer Service Help Desk who will unlock your account and send a temporary password- only if needed.

REMINDER:
Passwords must be exactly 8 characters
At least one upper case letter, one lower case letter, one number and no special characters.
Passwords cannot be changed more than once per day.

EXECUTIVE OFFICE OF
HEALTH & HUMAN SERVICES
STATE OF RHODE ISLAND